

MINUTES OF THE
MAG 9-1-1 OVERSIGHT TEAM MEETING
May 21, 2012
MAG Office Building, Cottonwood Room
Phoenix, Arizona

MEMBERS ATTENDING

Lawrence Rodriguez, Tolleson Police Department, Chair	Bruce McGregor for Harry Beck, Mesa Fire Department
* Brenda Buren, Tempe Police Department, Vice Chair	Rocky Smith, Peoria Police Department
# Tom Cole for Mark Burdick, Glendale Fire Department	Steve Kreis, Phoenix Fire Department
Jesse Locksa for Ray Churay, Maricopa County Sheriff's Office	Jesse Cooper for Phoenix Police Department
	Helen Gandara, Scottsdale Police Department

* Those members neither present nor represented by proxy.

Attended by telephone conference call.

+ Attended by videoconference call.

OTHERS PRESENT

Rick Clore, Maricopa Police	Nathan Pryor, MAG
Valerie Day, MAG	Vicky Scott, Peoria Police Department
Paul Ellis, Maricopa County Sheriff's Office	Audrey Skidmore, MAG
Liz Graeber, MR 9-1-1 Administrator	Steve Stahl, Maricopa Police Department
Larry Hall, Buckeye Police Department	Kelly Taft, MAG

1. Call to Order

The meeting of the MAG 9-1-1 Oversight Team was called to order by Chair Larry Rodriguez, Tolleson Police Department, at 10:00 a.m. Tom Cole, as proxy for Mark Burdick, attended the meeting by teleconference.

Chair Rodriguez welcomed Commander Jesse Cooper and Chief Rocky Smith to their first Oversight Team meeting.

Chair Rodriguez stated that this was the last Oversight Team meeting for Chief Helen Gandara, who had been a member since 1998.

2. Call to the Audience

An opportunity is provided to the public to address the 9-1-1 Oversight Team on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience

agenda item, unless the Oversight Team requests an exception to this limit. Opportunities for comment on items posted for action are provided at the time the item is heard. Chair Rodriguez noted that no public comment cards had been received.

3. Approval of the December 7, 2011, Meeting Minutes

Chair Rodriguez asked if there were any changes to the minutes. Hearing none, he called for a motion.

Chief Kreis moved approval of the December 7, 2011, MAG 9-1-1 Oversight Team minutes. Mr. Locksa seconded, and the motion passed unanimously.

4. Dispatching by the Town of Buckeye for the City of Maricopa

Liz Graeber stated that the Buckeye Police Department is in negotiations to provide 9-1-1 and police dispatch services for the City of Maricopa in Pinal County. Ms. Graeber stated that the City of Maricopa is a part of the Pinal County 9-1-1 system, whose wireline and wireless are overseen by CenturyLink. She added that Maricopa Region 9-1-1 wireline is overseen by CenturyLink but the wireless is done in-house by Maricopa Region 9-1-1 technical staff.

Ms. Graeber stated that if the move is approved, the Buckeye PSAP would keep CenturyLink for the City of Maricopa and would contact CenturyLink if there were problems with the City of Maricopa 9-1-1 trunks. She stated that the City of Maricopa is not a voting member of MAG and the state has expressed it wants a low impact to the MAG system. Ms. Graeber stated that the City of Maricopa MSAG and line count would remain with Pinal County

Ms. Graeber advised that any change to the Maricopa Region 9-1-1 service plan on file at the state 9-1-1 office needs to be approved by MAG 60 days prior to the change, in writing. Ms. Graeber stated that the approval of the Oversight Team is being sought contingent on whether Buckeye decides to enter into an intergovernmental agreement with the City of Maricopa.

Chair Rodriguez thanked Ms. Graeber for her report and asked if there were questions. He noted that Chief Stahl from the Maricopa Police Department and Chief Hall from the Buckeye Police Department were present at the meeting.

Chief Kreis asked if this was the most economical plan for Buckeye and Maricopa without impacting the Maricopa Region 9-1-1 staff. Ms. Graeber replied that was correct. She added that taking the Maricopa wireless lines into the Maricopa Region 9-1-1 system would require resources from their staff and for MAG to enter into an intergovernmental agreement. Ms. Graeber remarked that this option has the least impact.

Mr. Locksa asked the expense and who would be responsible. Ms. Graeber replied that any funding or costs for positions would be Buckeye's responsibility, but with the proposed configuration, there would be no cost. She said that some work by CenturyLink would be required to establish the City of Maricopa with its own ESN configuration.

Chief Kreis moved approval for the City of Maricopa 9-1-1 calls to be answered by the Town of Buckeye Police Department. Chief McGregor seconded, and the motion passed unanimously.

5. Legislative Update

Nathan Pryor, MAG Intergovernmental Policy Coordinator, provided an update on legislative items of interest. He noted that the Arizona Legislature has finished its session.

Mr. Pryor first reported on House Bill 2094, the excise tax for 9-1-1 on prepaid wireless services sponsored by Representative Robson. He stated that a copy of the bill was at each place. Mr. Pryor explained that prior to this bill, prepaid wireless services did not pay the excise tax that supports the 9-1-1 system. Mr. Pryor stated that an excise tax would be levied in an amount of .8 percent of the gross proceeds of sales or gross income derived from the retail sale of prepaid wireless telecommunications.

Mr. Pryor noted that he had not seen any projections on revenue yet. He stated that the Governor signed the bill into law on April 5 and the law becomes effective in December 2012. Mr. Pryor expressed his appreciation to Representative Robson and the City of Chandler for their efforts on this bill.

Mr. Pryor noted that the emergency telecommunications fund was not targeted this year for sweeps. He said they have seen a line item appropriating \$1.8 million, but do not know yet its implications.

Mr. Pryor then reported on the federal fiscal year 2013 budget. He stated that MAG staff has been monitoring the possibility of funding reductions to some social service programs, in addition to the possible elimination of the American Community Survey, from which demographic data are derived. Mr. Pryor stated that no reductions to Homeland Security have been noted. He added that he would be able to give a more comprehensive look at the budget at the next Oversight Team meeting.

Mr. Pryor stated that he has heard the federal budget will not be passed beyond the Presidential election and will probably be on a continuing resolution basis at the October 1, 2012, start of the federal fiscal year.

Chair Rodriguez thanked Mr. Pryor for his report. No questions from the committee were noted.

Ms. Graeber expressed her appreciation to Representative Robson and the City of Chandler. She noted that the revenue is very helpful to the 9-1-1 system.

6. Prioritization of Approved Projects

Ms. Graeber noted a list of four Maricopa Region 9-1-1 locations that use Lifeline equipment that is no longer manufactured and no expansion capabilities. Ms. Graeber stated that the state planned to cover a planned sweep with overages in the 9-1-1 fund, about \$2.2 million, but there now will not be a sweep. She said that the state's intent is to use the funds to replace as much aging equipment as possible. Ms. Graeber stated that the state 9-1-1 office has tasked Maricopa Region 9-1-1 to prioritize the 9-1-1 equipment replacement projects for the region. She noted that the locations with the oldest equipment include Maricopa County Sheriff's Office originally installed in 2001, Buckeye Police in March 2005, Surprise Police in March 2005, and Paradise Valley Police in March 2006.

Chair Rodriguez thanked Ms. Graeber for her report and asked if there were questions.

Chief Kreis asked if sufficient funding would be available for all four projects. Ms. Graeber replied that she had not been informed of that yet. She said that she was meeting with the state 9-1-1 office the next day and was hopeful that funding would be available, but if not, the priority list would be implemented. Ms. Graeber added that these are not the only locations with Lifeline equipment: there are Phoenix Fire, Mesa Police, and the two Phoenix Police sites. She said that those systems are up for replacement in the next budget cycle.

Chair Rodriguez asked for clarification of the funding amount. Ms. Graeber replied that the fund for the entire state totals \$2.2 million and the approximate cost of the four MAG projects totals \$1.6 million. She added that the other 9-1-1 centers across the state would be asked to prioritize their projects but she did not know the amounts that they might need.

With no further questions, Chief Kreis moved approval of the prioritization of previously approved 9-1-1 equipment for the Maricopa Region. Mr. Locksa seconded, and the motion carried unanimously.

7. Integrated Public Alert and Warning System (IPAWS)

Ms. Graeber noted that she recently heard about FEMA's Integrated Public Alert and Warning System (IPAWS) program that provides the capability to broadcast a text emergency messages to cell phones on the federal and local levels. She said that she felt it important that the Oversight Team was informed of this new system and the implications for the region. A video on the Integrated Public Alert and Warning System produced by FEMA was played. Staff noted that a link to the video would be sent out via email. <http://www.fema.gov/emergency/ipaws/>

Ms. Graeber stated that she had contacted a FEMA representative who trains 9-1-1 staff. She said that IPAWS taps into several different emergency notification systems. Ms. Graeber stated that she did not anticipate getting into emergency alerts via the media, but the one that caught her attention was the Commercial Mobile Alert System (CMAS) to broadcast text messages to cell phones. She stated that the representative pointed out that the IPAWS alerts are not text messages on an SMS line but are broadcast through a different system.

Ms. Graeber explained that currently, an alert would be all or nothing broadcasts, although the FEMA representative indicated he expected that the system would be developed to notify smaller areas. She said that the only cost would be the software to connect to the platform and this region already has Reverse 9-1-1, and would just need to add this component. Ms. Graeber added that she is working with the vendor to provide a cost for this.

Ms. Graeber stated that the ability to identify a notification area would be optimal to notifying the entire area. She added that millions of messages would be sent out the way IPAWS works now.

Ms. Graeber stated that individual agencies have to go through the state emergency agency for approval. She said that she would be meeting with the County emergency management office that afternoon. Ms. Graeber requested input from the committee if this was a tool that should be investigated.

Chair Rodriguez stated that it seemed worthwhile to consider and it appeared to enhance current technology. He stated that issues that need to be considered are compatibility, cost, and control, but he thought it a good idea to explore.

Mr. Locksa asked for clarification on the registration of cell phones. Ms. Graeber replied that IPAWS would sense the cell phone and send out the message. She added that the only requirements are that the cell phone has power and can receive text messages. Ms. Graeber noted that even though the video showed the messages can be area specific, it is not on cell phone component at this time.

Ms. Graeber stated that the NOAA is preparing to use IPAWS this summer and she noted that there are strict criteria for its use. She stated that there would be a serious impact to the region's 9-1-1 system if an alert was sent to all of the cell phones because the residents would call 9-1-1 for instructions. She stated that our 9-1-1 centers need to be trained because of the repercussions if there is a launch.

Ms. Gandara stated that this is the first time she had heard about IPAWS. She asked if FEMA planned some public education. Ms. Graeber replied that FEMA and NOAA are using IPAWS now and are doing public awareness, although agencies in our 9-1-1 system were unaware of the program. She indicated that she was interested in seeing the state emergency office's plans for educating Arizona residents.

Chair Rodriguez noted that the feeling of the committee was to continue to explore the system and its costs.

Chief Kreis asked if IPAWS was now active for launches. Ms. Graeber replied that the system became active in April on a federal level.

Chair Rodriguez commented that there would be chaos if a message was sent out without the 9-1-1 centers and the residents knowing what was going on.

Chief Kreis remarked that this is something to consider with the monsoon season starting soon.

Mr. Locksa stated that they receive alerts, such as excessive heat warnings, from the NOAA. Ms. Graeber stated that the criteria for an IPAWS alert was more strict. She said that she would get a list of IPAWS criteria so we will be prepared when they activate the systems.

8. Community Emergency Notification System Update

Ms. Graeber stated that the number of cell phone registrations to receive Reverse 9-1-1 continues to grow and now totals approximately 18,000. She expressed appreciation to everyone for getting out the word. Ms. Graeber stated that the Homeland Security grant was approved to fund the system for one year. She said that it continues to be a positive notification tool for the centers to use and centers continue to run test launches to keep their skills sharp.

Chair Rodriguez thanked Ms. Graeber for her report. No questions from the committee were noted.

9. Update on the MAG 3-1-1 Business Plan Committee

Audrey Skidmore, MAG Information Technology Manager, provided an update on the 3-1-1 Business Plan Committee. She reported that the Management Committee gave direction in April to come up with an estimate package on an IVR model. Ms. Skidmore stated that residents would dial 3-1-1 and would be asked to select an agency. She noted that no location tracking is utilized in 3-1-1. Ms. Skidmore stated that the committee is continuing to work on the business requirements, including an estimate of cost, and governance issues.

Chair Rodriguez thanked Ms. Skidmore for her report and asked if there were questions.

Ms. Gandara asked the timeline. Ms. Skidmore replied that the Management Committee had given direction to keep the process moving. She said that she thought the committee would meet on the business requirements in June, the Technology Advisory Group in July, and the Management Committee in the Fall.

Ms. Gandara asked if the level of participation had been determined. Ms. Skidmore replied that the level of participation had not been determined, but she thought as the process continues, agencies will be asked if they are in or out. She added that they first want to get cost information and gradations depending on the number of participants.

Ms. Gandara expressed concern for the competition with 9-1-1, especially funding. Ms. Graeber stated that she was unaware of any agency planning to utilize its 9-1-1 centers, resources or operators for 3-1-1. She noted that representatives of the 9-1-1 community, Brenda Buren and Patrick Cutts, serve on the 3-1-1 committee to advise them about the interests of 9-1-1. Ms. Skidmore stated that the committee has consistently discussed that they do not want to impact 9-1-1 funding and she felt concern for funding was the reason for currently heading toward the lowest cost model.

10. Request for Future Agenda Items

Topics or issues of interest that the committee would like to discuss or present at the next meeting were requested.

No requests were noted.

11. Comments from the Committee

An opportunity was provided for committee members to present a brief summary of current events. The Oversight Team is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

No comment were noted.

Adjournment

There being no further business, Mr. Locksa moved, Chief Kreis seconded, and the meeting adjourned at 10:45 a.m.